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ABSTRACT

A follow-up survey was conducted of all clients of Wisconsin's Division of Vocational Rehabilitation (DVR) services whose cases were closed between October 1988 through November 1989. Of the 9,052 surveys mailed out, 2,498 (27.6%) were returned. The following percentages of program completers reported some kind of work within 6 months of leaving the DVR program: 88% of clients who were rehabilitated into wage or salaried jobs, 92% of sheltered workshop rehabilitations, and 74% of self-employed rehabilitations. Ninety percent of those persons rehabilitated into wage or salaried jobs still remained in this category 6 months after closure of their case. Of the sheltered workshop rehabilitations, 27% had moved on to wage or salaried jobs. Almost 70% of the wage and salaried workers were working 40 or more hours weekly, and more than 60% were earning at least $5.00 per hour. About 80% of clients successfully rehabilitated expressed satisfaction with DVR services compared to about 55% of clients classified differently. "Satisfaction with counselor" was consistently the highest rated survey item, with "time to plan" and "job satisfaction" receiving somewhat lower ratings. It was recommended that smaller-scale, more refined studies of DVR programs and outcomes be conducted in the future. (The survey instrument is included.) (MN)

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DVR Client Followup Study
Clients Closed November, 1988 through October, 1989

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November, 1990

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Abstract:

DVR Client Follow-up Study
Clients Closed November, 1988 through October, 1989

This report describes the results of a follow-up survey for clients closed from DVR services from October, 1988 through November, 1989. Of the 9,052 surveys mailed out, 2,498 were returned and keyed into the database; this is a return rate of 27.6%. Findings included level of satisfaction with services, time to deliver services, the counselor's ability to help, and job outcome. The report includes recommendations for smaller-scale, more refined future studies.

EXECUTIVE SUMMARY:

DVR Client Follow-up Study
Clients Closed November, 1988 through October, 1989

The purpose of this report is to describe the results of a routine client follow-up survey for clients closed from DVR services in the period October, 1988 through November, 1989. Surveys were mailed out to these former clients six months after closure. The survey instrument was designed to be a general indicator of client satisfaction in seven areas:

- overall DVR services,
- time in the process,
- the rehabilitation plan,
- the counselor's ability to help,
- training services (when applicable),
- other services received from DVR,
- and the fit of the client's current job with his/her abilities.

The survey also provides some information on DVR service impact and retention of benefits derived from services.

Of the 9,052 surveys mailed out, 2,498 were returned and keyed into the database; this is a return rate of 27.6%.

Highlights of this study's results are as follows:

- Compared to previous studies there was a larger difference between clients closed as rehabilitated versus those closed not rehabilitated in their degree of satisfaction with services.

- Clients successfully rehabilitated showed higher levels of satisfaction (about 80%) than the clients in statuses 28 or 30, as one would expect. However, over 55% of status 28 and 50% of status 30 cases did check "satisfied" or "very satisfied" on the general satisfaction question.

- Satisfaction with the counselor was consistently the highest rated item while time to plan and job satisfaction were somewhat lower.

- When job satisfaction ratings were restricted to clients who reported that they were working in competitive, self-employment or sheltered employment jobs, those rehabilitated through DVR were clearly more satisfied with their jobs than those who were unsuccessful with DVR but got jobs on their own.

- The response rate for this study was 28% overall. The follow-up time had been was reduced from one year to six

months in order to improve the response rate, but no improvement resulted.

- 88% of clients closed rehabilitated into wage or salaried jobs reported some kind of work six months after closure with 90% of these still in the wage/salaried category.

- 92% of sheltered workshop rehabilitations reported some kind of work, however, only 54.5% reported sheltered employment; fully 27% moved on to wage or salaried jobs,

- 74% of self-employed rehabilitations reported some work with 62% of these maintaining the same work status; 13% went into wage or salaried jobs.

- For wage and salaried workers, almost 70% were working 40 or more hours per week. Over 60% of this group were earning $5.00 or more per hour.

Some of the concerns expressed by clients in all closure groups suggest that DVR needs to reduce the time it takes to develop a plan and deliver effective job placement services. Many clients also expressed concern about the availability of funding for post-secondary education and related expenses. DVR needs to clearly articulate what it will or will not provide and then deliver these services in the most efficient manner possible.

Recommendations

1. The results of this survey indicate that the time and effort to analyze data from a general follow-up questionnaire sent to all closed clients are not justified by substantive results. It is recommended that future surveys be limited to smaller samples with questions applicable to their closure status.

2. With a response rate of only 28%, there is a serious question regarding whether respondents are representative of those in their closure group. It is recommended that future surveys include telephone follow-up or multiple mailings.

3. These results should be reviewed by the DVR Consumer Advisory Council and DVR management. These groups should suggest priority areas for further study.

DVR Client Follow-up Study
Clients Closed November, 1988 through October, 1989

I. Introduction

A. Purpose

The purpose of this report is to describe the results of a routine client follow-up survey for clients closed from DVR services as rehabilitated (status 26), not rehabilitated after plan initiation (status 28) or not rehabilitated - plan not started (status 30). A general follow-up survey of this nature is one method of obtaining "the views of former recipients of VR services" as required in the 1988 - 1991 DVR State Plan (Section 9.2 (b)).

B. General Description

Cases surveyed were all those persons closed in the period October, 1988 through November, 1989. Surveys were mailed out to these former clients six months after closure. This then is one year's worth of data although it is out of phase with federal fiscal year 1989 by one month. The survey instrument was designed to be a general indicator of client satisfaction in seven areas:

- overall DVR services,
- time in the process,
- the rehabilitation plan,
- the counselor's ability to help,
- training services (when applicable),
- other services received from DVR,
- and the fit of the client's current job with his/her abilities.

The survey also provides some information on DVR service impact and retention of benefits derived from services.

C. Previous Studies

Previous analyses using the same basic methodology showed that:

1) At least 60% of closures, regardless of status, check "satisfied" or "very satisfied" across the seven areas listed above.

2) Clients successfully rehabilitated showed higher levels of satisfaction (about 80%) than the clients in statuses 28 or 30, as one would expect. However, over 55% of status 28 and 46% of status 30 cases did check "satisfied" or "very satisfied" overall.

3) The response rate for the last study was 30% overall. This was the same questionnaire mailed out **one year** after closure. The follow-up time was reduced to six months in order to improve the response rate.

4) Some questions were raised regarding the representativeness of the respondents. While women and Blacks were more satisfied than men and Whites, those responding tended to be earning more than the average former client in their group.

II. Methodology

A. Sample

The target sample included all clients closed from November, 1988 through October, 1989. This totaled 9,052 persons of which 5,604 were closed rehabilitated and 3,448 were closed not rehabilitated (statuses 28 and 30).

B. Survey Instrument

The survey instrument (attached) has been in use since early 1986. Ratings for the seven satisfaction questions are on a five-point scale (Very Satisfied, Satisfied, No Opinion, Dissatisfied and Very Dissatisfied). The survey instrument was designed as a broad indicator of level of satisfaction and as an indicator of program impact and retention of service benefits. More deliberate sampling and focused survey methods would be required to properly answer detailed research questions.

C. Data Gathering and Assembly Process

Each month from May, 1989 through April, 1990 mailing labels were produced with matching lists of demographic and other data and sorted by field office and closure status. Labels were affixed to envelopes and matching ID labels were affixed to each survey form. A prepaid self-mailer return envelope was included. Thus, returned forms could be matched against the computer list. The assurance of confidentiality was met in that individual responses were not shared and names were not put into the study database.

When forms were sent in, the form was reviewed for comments. All comments were coded per the attached coding instructions. Each form was matched to the appropriate monthly printout and then the relevant data was keyed into a DBase III Plus file.

D. Data Analysis

After error-checking was completed, cross-tabulations and frequency distributions were computed for major groupings using Abstat statistical software.

Since this is a general descriptive study with no specific research questions there was a need to limit the analysis to the

most significant data combinations from among the millions of possible permutations.

There were three strategies for organizing and limiting the analysis. The first strategy was to control for closure status at all times since the opinions of clients successfully rehabilitated are clearly expected to be different from those of non-rehabilitated cases. Another general strategy was to do more in-depth analysis of rehabilitated cases since VR service impact and retention of service benefits are areas DVR is required to evaluate. The third general strategy was to focus on the first satisfaction question - overall satisfaction with DVR services.

Mean ratings will not be reported here because it is improper to assume equal intervals on a rating scale, especially when the center point is "no opinion". While ratings were coded as numbers they could as well have been coded "a" through "e". Thus, simple tables showing the number and percent of responses in various categories will be used.

III. Results

A. Response Rate

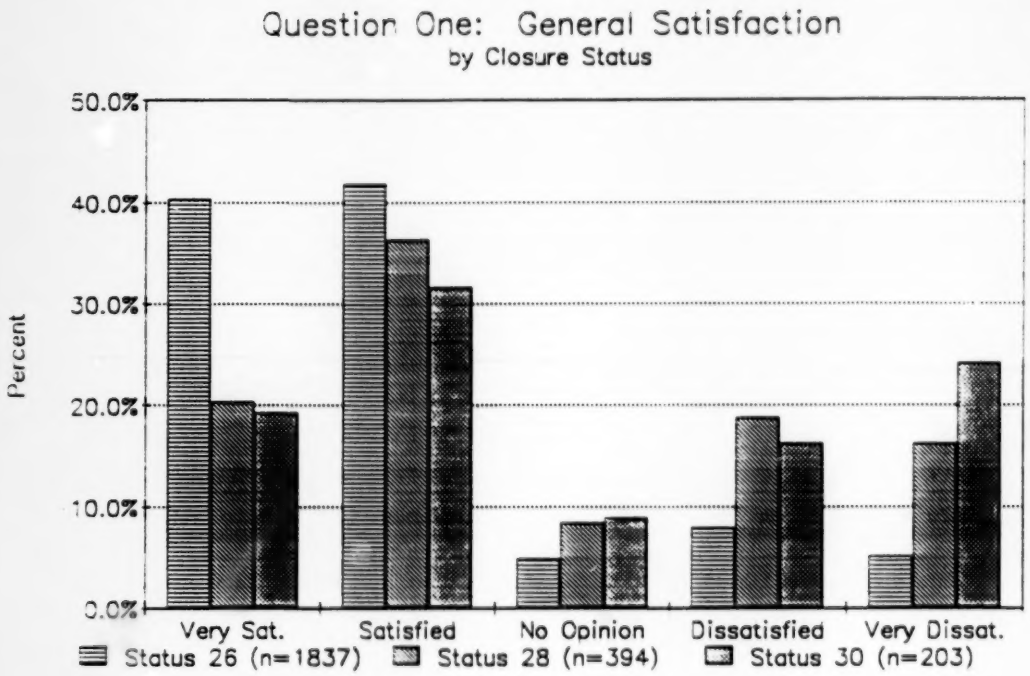
Of the 9,052 surveys mailed out, 2,498 were returned and keyed into the database; this is a return rate of 27.6%. For clients rehabilitated the returns were 1,868 of 5,604 (33.3%). For clients **not** rehabilitated (statuses 28 and 30) 630 forms were returned out of 3,448 sent for an 18.3% return rate. This return rate is similar to the one-year return rates reported in two previous studies. No improvement was made by shortening the time between closure and survey.

B. Primary Results: Distribution of Satisfaction Ratings by Closure Type

The table below and the graph which follows it show the overall results for the first rating item in the survey. As in previous surveys, the status 26 closures had the most favorable ratings (over 80% satisfied or very satisfied) with the status 28 and 30 closures both showing surprising degrees of satisfaction (both with over 50% in the satisfied or very satisfied category.

Question One: Were You Generally Satisfied with Your Rehabilitation Services?

	Status 26		Status 28		Status 30	
Rating	Number	Pct.	Number	Pct.	Number	Pct.
Very Satisfied	741	40.3%	80	20.3%	39	19.2%
Satisfied	768	41.8%	143	36.3%	64	31.5%
No Opinion	89	4.8%	33	8.4%	18	8.9%
Dissatisfied	145	7.9%	74	18.8%	33	16.3%
Very Dissat.	94	5.1%	64	16.2%	49	24.1%
Total	1,837	100.0%	394	100.0%	203	100.0%



The table for question two below shows that about 75% of the rehabilitants responding, 54% of the status 28 closures and 41% of the status 30 closures were satisfied with the time it took to develop a rehabilitation plan. Since status 30 closures are individuals for whom a plan was not initiated, their results are still surprisingly positive. The percentages of clients who checked dissatisfied or very dissatisfied were 14%, 28% and 41%, respectively, for the three closure groups.

Question Two: How do you feel about the amount of time it took to develop your rehabilitation plan (IWRP) get it approved and completed?

	Status 26		Status 28		Status 30	
Rating	Number	Pct.	Number	Pct.	Number	Pct.
Very Satisfied	513	28.0%	54	13.9%	26	13.1%
Satisfied	858	46.9%	157	40.5%	56	28.3%
No Opinion	196	10.7%	67	17.3%	34	17.2%
Dissatisfied	169	9.2%	53	13.7%	34	17.2%
Very Dissat.	93	5.1%	57	14.7%	48	24.2%
Total	1,829	100.0%	388	100.0%	198	100.0%

The table for question three below shows that 78% of rehabilitants and 54% of status 28 closures were satisfied with their rehabilitation plans while only 13% and 31% of these groups were dissatisfied. Since status 30 cases did not have plans

implemented, they really should have checked "no opinion" or skipped this item.

Question Three: Were you satisfied with the plan you and your counselor worked out?

	Status 26		Status 28		Status 30	
Rating	Number	Pct.	Number	Pct.	Number	Pct.
Very Satisfied	688	37.6%	58	14.9%	27	13.7%
Satisfied	744	40.7%	152	39.0%	62	31.5%
No Opinion	155	8.5%	59	15.1%	30	15.2%
Dissatisfied	165	9.0%	61	15.6%	38	19.3%
Very Dissat.	76	4.2%	60	15.4%	40	20.3%
Total	1,828	100.0%	390	100.0%	197	100.0%

The table for question four below indicates that a majority of all three closure groups were satisfied with their counselor's ability to help them with 81% of the rehabilitants reporting satisfaction. This is the most favorably rated item and, as with previous studies, speaks well of DVR's field staff.

Question Four: Were you satisfied with your counselor's ability to help you?

	Status 26		Status 28		Status 30	
Rating	Number	Pct.	Number	Pct.	Number	Pct.
Very Satisfied	844	45.9%	93	24.0%	44	22.0%
Satisfied	651	35.4%	134	34.5%	61	30.5%
No Opinion	122	6.6%	41	10.6%	20	10.0%
Dissatisfied	130	7.1%	61	15.7%	29	14.5%
Very Dissat.	93	5.1%	59	15.2%	46	23.0%
Total	1,840	100.0%	388	100.0%	200	100.0%

Question five asked about satisfaction with training services. As background, about 62% of FY89 rehabilitants, 61% of FY89 status 28 closures and almost no status 30 closures are provided training purchased by DVR. Among the rehabilitants responding to the survey, 61% of those answering this item reported satisfaction while 12% reported dissatisfaction. For the status 28 closures responding, 43.5% reported satisfaction against 25% dissatisfied.

Question Five: If you received training...Were you satisfied with the type of training you received?

	Status 26		Status 28		Status 30	
Rating	Number	Pct.	Number	Pct.	Number	Pct.
Very Satisfied	399	29.0%	45	14.5%	17	12.8%
Satisfied	445	32.3%	90	29.0%	17	12.8%
No Opinion	371	26.9%	98	31.6%	76	57.1%
Dissatisfied	95	6.9%	35	11.3%	9	6.8%
Very Dissat.	67	4.9%	42	13.5%	14	10.5%
Total	1,377	100.0%	310	100.0%	133	100.0%

The table for question six shows that 73% of rehabilitants were satisfied with other DVR services received while 49% of the status 28 closures and 37% of the status 30 closures were satisfied.

Question Six: Are you satisfied with the other services you received?

	Status 26		Status 28		Status 30	
Rating	Number	Pct.	Number	Pct.	Number	Pct.
Very Satisfied	522	29.6%	52	13.8%	22	12.2%
Satisfied	765	43.3%	133	35.2%	44	24.4%
No Opinion	280	15.9%	81	21.4%	55	30.6%
Dissatisfied	112	6.3%	62	16.4%	28	15.6%
Very Dissat.	87	4.9%	50	13.2%	31	17.2%
Total	1,766	100.0%	378	100.0%	180	100.0%

The table for question seven shows a 68% job satisfaction rate for rehabilitations while only 33.5% of status 28 and 38% of status 30 cases expressed satisfaction. This item is clearly only appropriate for those actually working, so the next table shows results by closure status restricted to those who also responded that they were wage or salaried, self-employed or sheltered workers at follow-up.

Question Seven: Are you satisfied that your current job fits your mental and physical abilities?

	Status 26		Status 28		Status 30	
Rating	Number	Pct.	Number	Pct.	Number	Pct.
Very Satisfied	546	32.3%	42	14.2%	29	20.3%
Satisfied	598	35.4%	57	19.3%	25	17.5%
No Opinion	240	14.2%	113	38.3%	53	37.1%
Dissatisfied	193	11.4%	27	9.2%	16	11.2%
Very Dissat.	111	6.6%	56	19.0%	20	14.0%
Total	1,688	100.0%	295	100.0%	143	100.0%

When responses are limited to those reporting employment at follow-up, 74% of those rehabilitated, 59% of status 28 and 53% of status 30 cases report satisfaction with their job. Thus, it appears that people who obtain employment through DVR assistance report a higher level of satisfaction than those who obtain employment despite unsuccessful DVR closure.

Question Seven: Job fit for wage/salaried, self-employed or sheltered workers.

	Status 26		Status 28		Status 30	
Rating	Number	Pct.	Number	Pct.	Number	Pct.
Very Satisfied	510	36.0%	33	25.8%	24	32.4%
Satisfied	541	38.2%	43	33.6%	15	20.3%
No Opinion	145	10.2%	18	14.1%	16	21.6%
Dissatisfied	151	10.7%	15	11.7%	8	10.8%
Very Dissat.	69	4.9%	19	14.8%	11	14.9%
Total	1,416	100.0%	128	100.0%	74	100.0%

This data provides some evidence of a positive impact of DVR services, however a more detailed analysis is needed. See the following section for more impact analysis.

C. Work Status at Closure versus Work Status at Follow-up

The two following tables give breakdowns of responses to questions regarding works status at time of follow-up as compared to the person's work status at time of case closure for DVR rehabilitations. These data should be one indicator of how well DVR rehabilitants retain the gains they made during the process.

The results overall are favorable:

- 88% of clients closed rehabilitated into wage or salaried jobs reported some kind of work six months after closure with 90% of these still in the wage/salaried category.

- 92% of sheltered workshop rehabilitations reported some kind of work, however, only 54.5% reported sheltered employment; fully 27% moved on to wage or salaried jobs,

- 74% of self-employed rehabilitations reported some work with 62% of these maintaining the same work status; 13% went into wage or salaried jobs.

- 48% of homemaker rehabilitations responded to this item with 84% of these still in the homemaker category. Four of these cases went on to wage/salary or self-employment.

- 79% of supported employment closures reported some work with 91 % of these either wage/salaried or sheltered (supported employment was not listed on the questionnaire).

Work Status at Closure versus Work Status at Follow-up For Rehabilitations

Follow-up Status	Closure Work Status: Wage/Sal.	Shelt.	Self-Emp.	Homemaker	Supp. Emp.
Wage/Sal.	1,231	9	12	3	17
	90.4%	27.3%	13.0%	5.4%	77.3%
Shelt.	14	18	4	0	3
	1.0%	54.5%	4.3%	0.0%	13.6%
Self-Emp.	71	1	57	1	1
	5.2%	3.0%	62.0%	1.8%	4.5%
Homemaker	21	1	8	47	0
	1.5%	3.0%	8.7%	83.9%	0.0%
Other	24	4	11	5	1
	1.8%	12.1%	12.0%	8.9%	4.5%
Total	1,361	33	92	56	22
Total in Group	1,553	36	124	117	28
Pct Working	87.6%	91.7%	74.2%	47.9%	78.6%

The next item on the questionnaire asked, **"If you are not working, please tell us why: - too disabled, - student, - retired, - denied job for disability reason, - job seeking plan failed, - other"**. The percentages reported on this item do not always add up to 100% when added to the results of the previous item. This is particularly true of self-employed individuals (many of whom are Home-Based Enterprise closures) and homemakers. Since most people think of work as regular wage/salaried jobs, individuals in these groups had some difficulty answering these items consistently.

Since only three categories of closure work status had sufficient numbers to reach any conclusions, only these will be discussed. The most frequent reason for not working for those closed into wage/salaried jobs was "other" (47%). Review of comments from these cases revealed that many of these were laid off or fired (24), their disabling condition deteriorated or they were re-injured (13), or they were unable to continue working due to child or spouse care needs (9).

Among self-employed rehabilitations, the most frequent reason for not working was "too disabled" with "other" being the second most frequent reason. Among homemakers, 50% cited retirement as their reason for not working. This is logical since many homemaker closures are older individuals, especially those closed by rehabilitation teachers working with visually impaired clients.

Work Status at Closure versus Reason for Not Working For Rehabilitations

Follow-up Status	Closure Work Status: Wage/Sal.	Shelt.	Self-Emp.	Homemaker	Supp. Emp.
Too Disab	34	5	27	30	1
	16.0%	83.3%	56.3%	30.6%	20.0%
Student	13	0	0	0	0
	6.1%	0.0%	0.0%	0.0%	0.0%
Retired	11	0	3	49	1
	5.2%	0.0%	6.3%	50.0%	20.0%
Denied Job	15	0	2	2	1
	7.1%	0.0%	4.2%	2.0%	20.0%
Plan Fail	39	1	2	3	2
	18.4%	16.7%	4.2%	3.1%	40.0%
Other	100	0	14	14	0
	47.2%	0.0%	29.2%	14.3%	0.0%
Total	212	6	48	98	5
Total in Group	1,553	36	124	117	28
Pct Not Working	13.7%	16.7%	38.7%	83.8%	17.9%

D. Work Hours and Wages for Rehabilitations

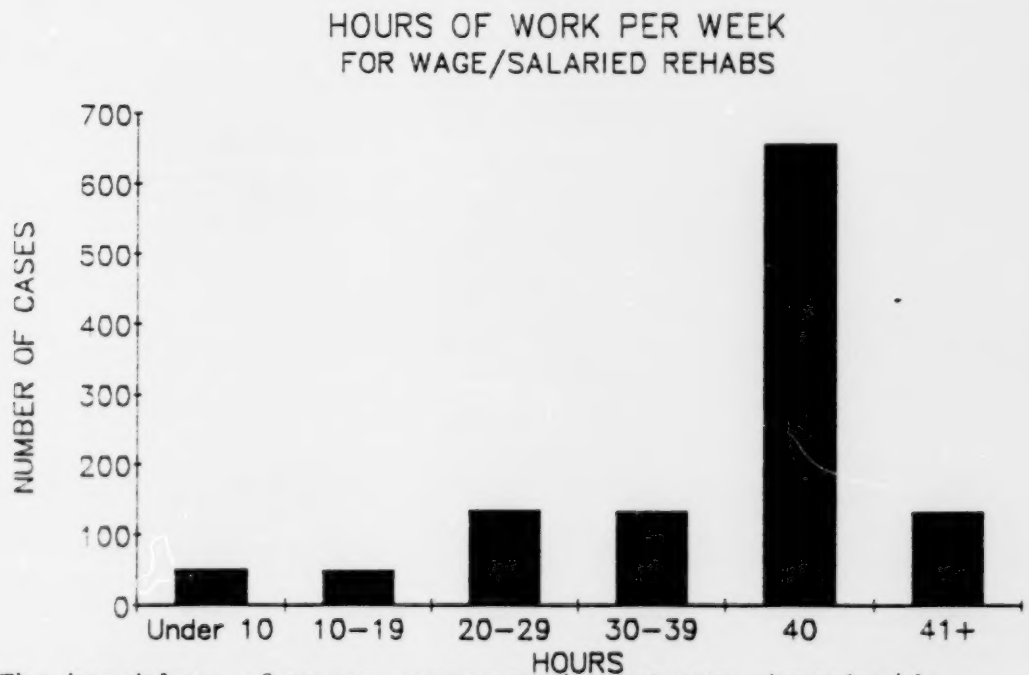
The table below and the graph which follows it give the breakdown of hours worked per week by the work status at follow-up for rehabilitations. For wage and salaried workers, almost 70% were working 40 or more hours per week. DVR requires a minimum of 20 hours per week at closure. At six month follow-up, 8% of the wage/salaried respondents were below that level.

Results for self-employed individuals are not clear-cut. Only about 38% of these respondents indicated that they worked 40 or more hours.

Homemakers, primarily reported zero hours, apparently because they felt that the hours item referred only to regular employment. Sheltered employees most often reported 20 - 29 hours of work per week.

Work Hours for Rehabilitations

Hours	Kind of Job Wage/Sal.	Self-Emp.	Homemaker	Shelt.	Other
Under 10	50	15	28	5	18
	4.3%	16.7%	93.3%	18.5%	47.4%
10-19	47	13	0	1	8
	4.1%	14.4%	0.0%	3.7%	21.1%
20-29	133	20	1	11	3
	11.6%	22.2%	3.3%	40.7%	7.9%
30-39	132	8	0	4	0
	11.5%	8.9%	0.0%	14.8%	0.0%
40	657	16	1	5	8
	57.1%	17.8%	3.3%	18.5%	21.1%
41+	131	18	0	1	1
	11.4%	20.0%	0.0%	3.7%	2.6%
Total	1,150	90	30	27	38



The breakdown of wages across work statuses showed wide variations between groups. As expected, those closed into regular wage/salaried jobs had the highest wages with over 60% of this group earning $5.00 or more per hour. Only 5% of these clients were earning less than the then applicable federal minimum wage. The distribution of earnings for this group are also shown graphically. The graph shows clearly that the largest single group using these wage categories is the $4-5 group.

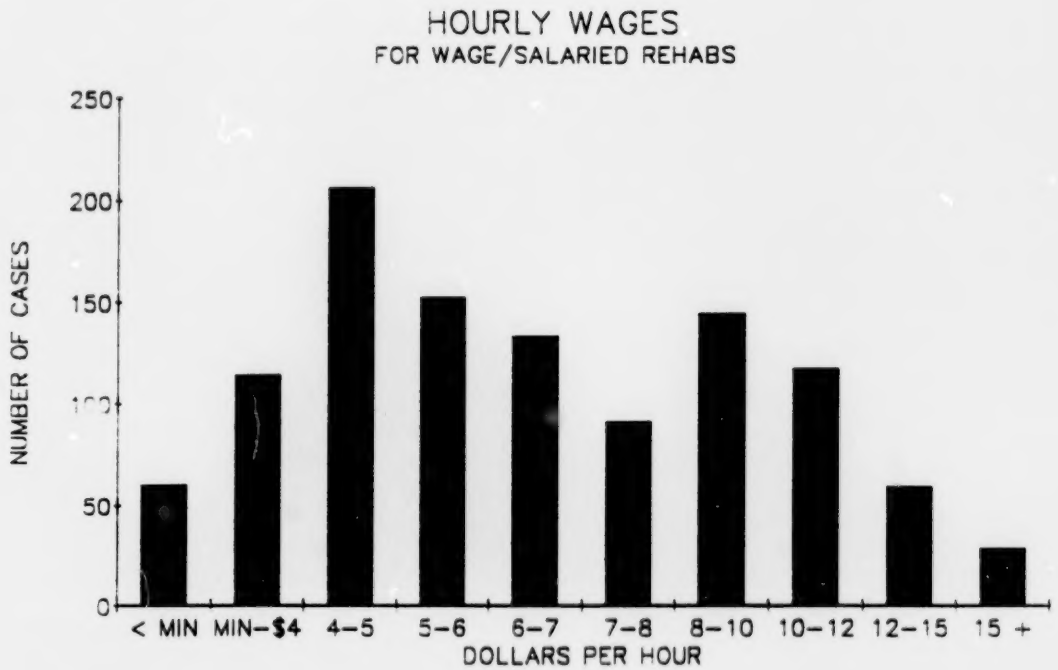
In the self-employed group there were a large proportion of cases earning less than the minimum wage (27%). Many of these are likely to be Home-Based Enterprise cases, but this cannot be verified here.

All but one homemaker reported zero wages.

Fifty-two percent of sheltered employees reported earning less than the minimum wage, as expected. Of these, only half (5 of 10, 4 reported no wages) earned more than 50% of the minimum wages as required by DVR policy for a sheltered employment closure.

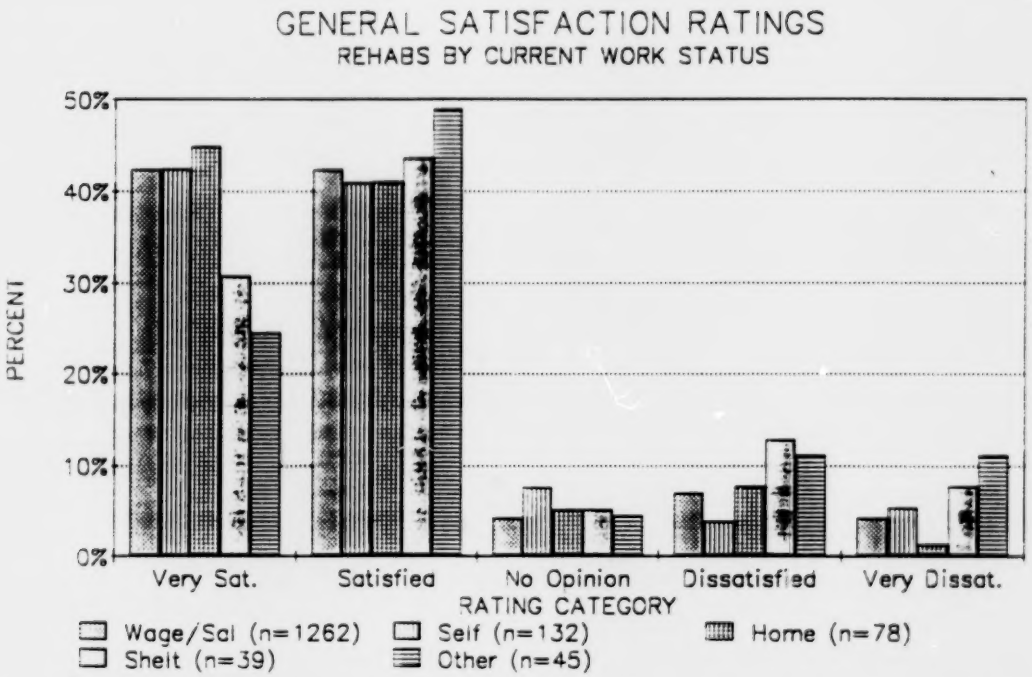
Wages for Rehabilitations

	Kind of Job				
Wages/Hr	Wage/Sal.	Self-Emp.	Homemaker	Shelt.	Other
< $3.35	60	24	28	14	22
	5.2%	26.7%	93.3%	51.9%	57.9%
$3.35-99	114	2	0	2	2
	9.9%	2.2%	0.0%	7.4%	5.3%
$4.00-99	206	7	1	1	5
	17.9%	7.8%	3.3%	3.7%	13.2%
$5.00-99	152	13	0	1	4
	13.2%	14.4%	0.0%	3.7%	10.5%
$6.00-7.99	224	4	0	2	1
	19.5%	4.4%	0.0%	7.4%	2.6%
$8.00-9.99	144	3	0	0	0
	12.5%	3.3%	0.0%	0.0%	0.0%
$10 +	204	15	0	1	0
	17.7%	16.7%	0.0%	3.7%	0.0%
Total	1,104	68	29	21	34



E. General Satisfaction Ratings by Current Work Status for Rehabilitations

The graph below gives the percentage of ratings for question one, **"Were you generally satisfied with your rehabilitation services?"** for rehabilitations by work status at follow-up. For all categories, those rehabilitations working at follow-up expressed satisfaction at least 70% of the time. Proportionately fewer sheltered and "other" cases checked "very satisfied" and more of these groups checked "dissatisfied" or "very dissatisfied".



F. General Satisfaction Ratings by Sex, Race, Age and Disability for Rehabilitations

A series a graphs follows which show the results of question one, **"Were you generally satisfied with your rehabilitation services?"** for rehabilitations by various demographic variables.

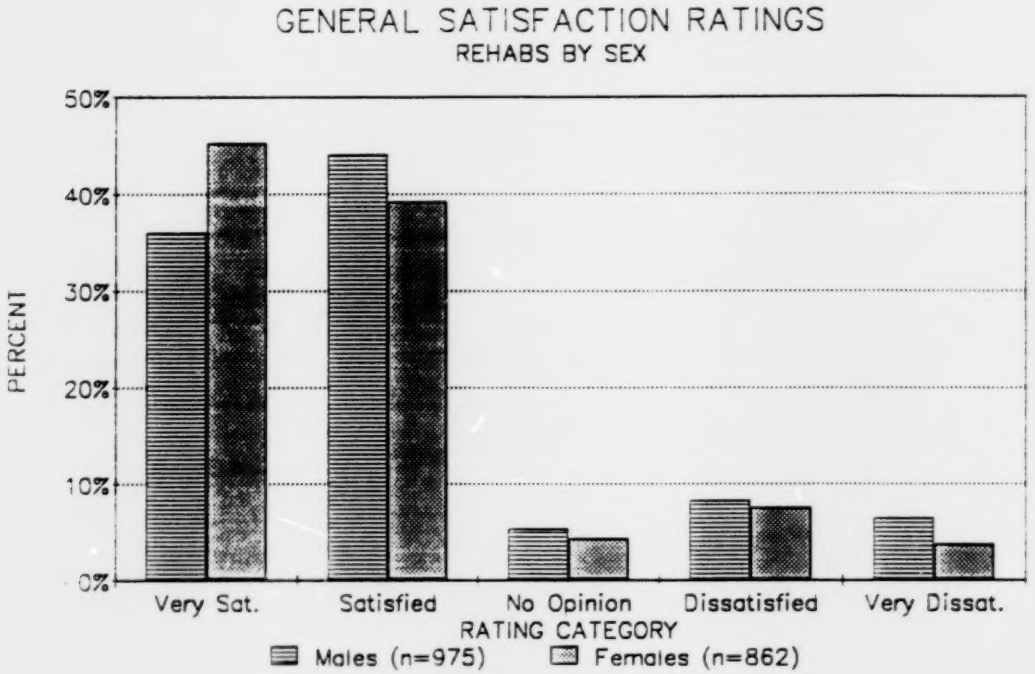
The first graph displays results by sex. For males, 80% of those responding checked "satisfied" or "very satisfied". For females this rate was 84% with relatively more in the "very satisfied" category.

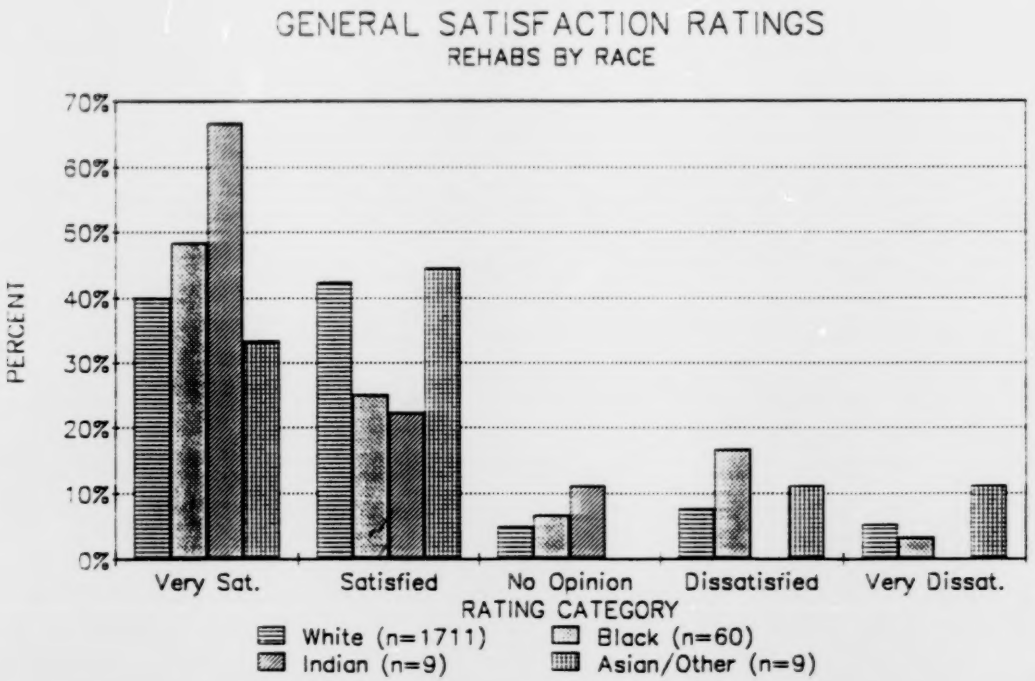
The second graph displays the results by race. For Whites, 82% of those responding checked "satisfied" or "very satisfied". For Blacks, this rate was 73% with relatively more in the "very satisfied" category. Numbers for Native Americans and Asians are too low to reach any conclusion.

The third graph shows results by age group. The general trend is toward higher levels of satisfaction expressed by older clients, although the youngest group also expressed satisfaction at an 84% rate.

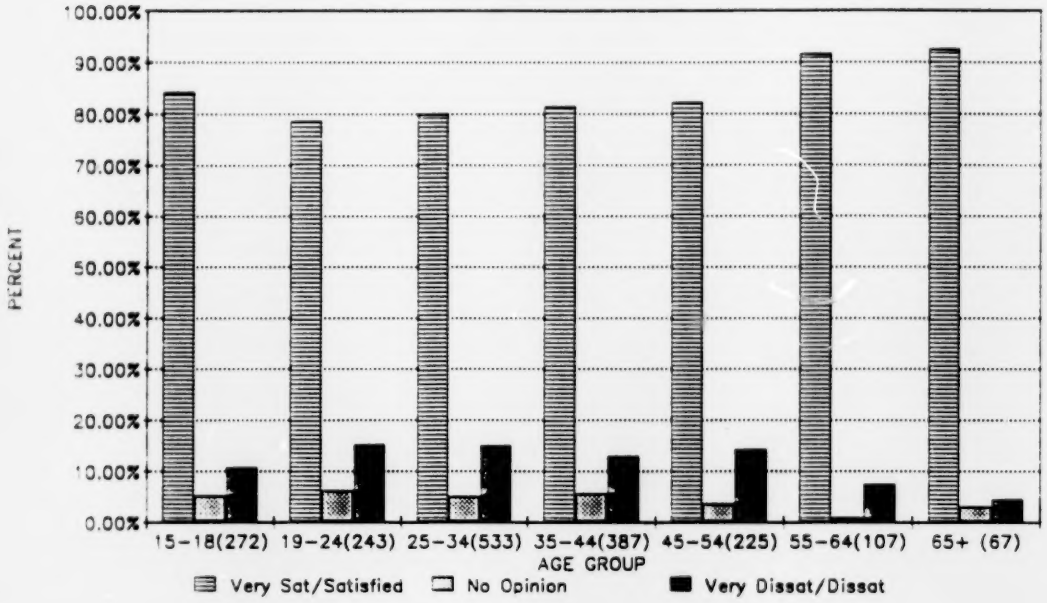
The fourth graph shows results by disability group. While the trend was not dramatic, the group expressing satisfaction at the highest rate were persons with visual impairments (including blindness) with 93% checking "satisfied" or "very satisfied".

The lowest level of satisfaction was among persons with mental illness with 77% checking "satisfied" or "very satisfied".

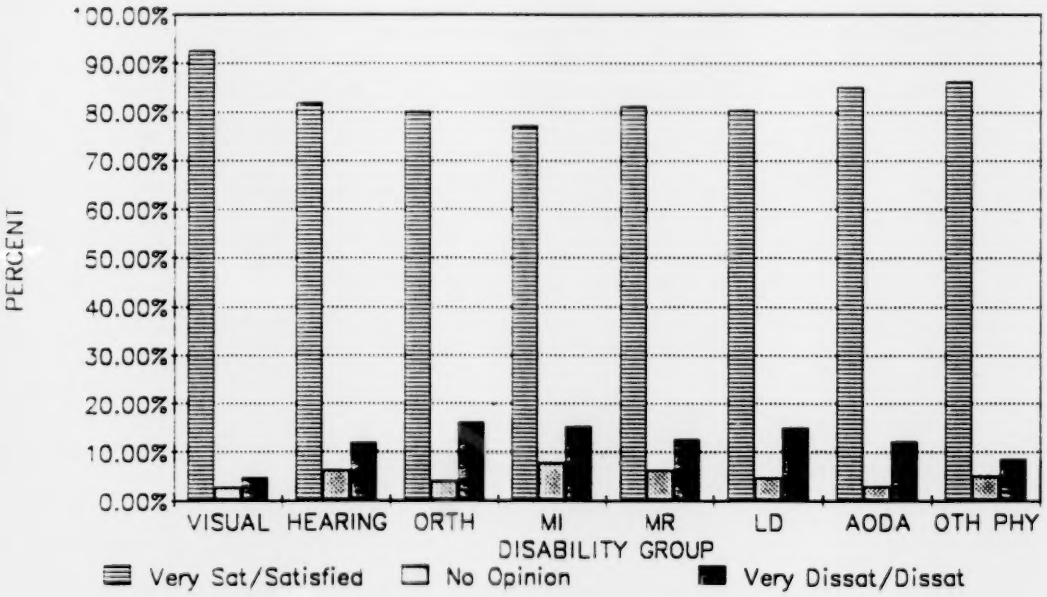




GENERAL SATISFACTION RATINGS
REHABS BY AGE GROUP



GENERAL SATISFACTION RATINGS
REHABS BY DISABILITY GROUP



G. Distribution of Comments

The last item on the questionnaire was, **"Do you have additional comments or suggestions that you would like us to know about your rehabilitation program (IWRP) or the goals you and your counselor worked toward?"**. These comments were reviewed and coded into categories. Since some clients made extensive comments, up to three categories were coded for a given client.

Overall, comments paralleled the ratings with favorable comments outnumbering unfavorable comments by about 2:1. Fully 10% of those who wrote comments indicated a need for further DVR assistance. Most of these comments were requests for further job placement assistance or help with school funding.

Among the favorable comments, clients often mentioned their counselor or their job. For example, "I would like to thank my counselor X for all the help he gave me!" or from a client's mother "...he has told us that he is very happy with his job and is happy with the services received from his counselor...We thank you for helping him get a job which he can handle and feel good about".

However, unfavorable comments were also most frequently about the client's counselor or job. Some examples of unfavorable comments were, "We never worked towards any 'common goals', and if there were any such as school I would have to start without book even if everything I had to do was completed. I would like a new counselor if possible." or "I really don't like what I'm doing, but it a start in the right track." or "You must have trouble keeping your help. I had 4 to 6 different DVR persons".

A number of clients complained that they did not receive something in the rehabilitation process. These comments were concentrated in the same areas listed under requests for further assistance: more help in job placement or school funding.

Very few clients made any suggestions.

Distribution of Comments by Category for Rehabilitations

	Number	Percent
Requested Further DVR Assistance	153	10.0%
Asked about Other Services	20	1.3%
Liked...	896	58.5%
Disliked...	371	24.2%
Did Not Get...	82	5.4%
Suggested...	9	0.6%
Total Comments (duplicated count)	1,531	100.0%
Total Cases with Comments (unduplicated)	966	

IV. Summary and Discussion

Highlights of this study's results are as follows:

1) Compared to previous studies there was a larger difference between clients closed as rehabilitated versus those closed not rehabilitated in their degree of satisfaction with services.

2) Clients successfully rehabilitated showed higher levels of satisfaction (about 80%) than the clients in statuses 28 or 30, as one would expect. However, over 55% of status 28 and 50% of status 30 cases did check "satisfied" or "very satisfied" on the general satisfaction question.

3) Satisfaction with the counselor was consistently the highest rated item while time to plan and job satisfaction were somewhat lower.

4) When job satisfaction ratings were restricted to clients who reported that they were working in competitive, self-employment or sheltered employment jobs, those rehabilitated through DVR were clearly more satisfied with their jobs than those who were unsuccessful with DVR but got jobs on their own.

5) The response rate for this study was 28% overall. The follow-up time had been was reduced from one year to six months in order to improve the response rate, but no improvement resulted.

6) With such a low response rate, there is still some question regarding the representativeness of the respondents. A separate analysis will be conducted to investigate this further and future studies are being developed with a telephone follow-up component to improve the response rate. In one such study, preliminary results show a response rate of about 75%.

7) Comparison of work status at time of follow-up with work status at time of closure for rehabilitations showed:

- 88% of clients closed rehabilitated into wage or salaried jobs reported some kind of work six months after closure with 90% of these still in the wage/salaried category.

- 92% of sheltered workshop rehabilitations reported some kind of work, however, only 54.5% reported sheltered employment; fully 27% moved on to wage or salaried jobs,

- 74% of self-employed rehabilitations reported some work with 62% of these maintaining the same work status; 13% went into wage or salaried jobs.

8) For wage and salaried workers, almost 70% were working 40 or more hours per week. Over 60% of this group were earning $5.00 or more per hour.

9) Analysis of general satisfaction ratings for rehabilitations by sex, race, age and disability group revealed the following:

- Women showed a slightly higher degree of satisfaction than men.

- Black rehabilitants were somewhat less satisfied than Whites. Numbers for Native Americans and Asians were too low to reach any conclusion.

- Higher levels of satisfaction were expressed by older clients, although the youngest group also expressed satisfaction at an 84% rate.

- While the trend was not dramatic, the disability group expressing satisfaction at the highest rate were persons with visual impairments (including blindness). The lowest level of satisfaction was among persons with mental illness.

In addition to the low response rate, this methodology also suffers from poor matching between the characteristics of the respondent groups and the items in the questionnaire. In many cases, individuals checked "no opinion" or "other" when the item clearly should not have applied to them. For example, some clients answered in one item that they were working and in the next item they responded to why they were **not** working. Also, status 30 closures responded to the item on training even though they did not receive training.

Overall, DVR clients express a high degree of satisfaction with services in general and their counselor in particular. This study tends to support the effectiveness of VR services in that those who are successful in the VR system tend to maintain the benefits they derived from service and tend be more satisfied than those who were not successful through VR.

Some of the concerns expressed by clients in all closure groups suggest that DVR needs to reduce the time it takes to develop a plan and deliver effective job placement services. Many clients also expressed concern about the availability of funding for post-secondary education and related expenses. DVR needs to clearly articulate what it will or will not provide and then deliver these services in the most efficient manner possible.

V. Recommendations

1. The results of this survey indicate that the time and effort to analyze data from a general follow-up questionnaire sent to all closed clients are not justified by substantive results. It is recommended that future surveys be limited to smaller samples with questions applicable to their closure status.

2. With a response rate of only 28%, there is a serious question regarding whether respondents are representative of those in their closure group. It is recommended that future surveys include telephone follow-up or multiple mailings.

3. These results should be reviewed by the DVR Consumer Advisory Council and DVR management. These groups should suggest priority areas for further study.

VOCATIONAL REHABILITATION CLIENT FOLLOW-UP FORM

☆ COMPLETION OF THIS FORM IS VOLUNTARY ☆

PLEASE CHECK ONLY ONE ANSWER FOR EACH QUESTION

1. WERE YOU GENERALLY SATISFIED WITH YOUR REHABILITATION SERVICES?

__ VERY SATISFIED __ SATISFIED __ NO OPINION __ DISSATISFIED __ VERY DISSATISFIED

2. HOW DO YOU FEEL ABOUT THE AMOUNT OF TIME IT TOOK TO DEVELOP YOUR REHABILITATION PLAN (IWRP) GET IT APPROVED AND COMPLETED?

__ VERY SATISFIED __ SATISFIED __ NO OPINION __ DISSATISFIED __ VERY DISSATISFIED

3. WERE YOU SATISFIED WITH THE PLAN YOU AND YOUR COUNSELOR WORKED OUT!

__ VERY SATISFIED __ SATISFIED __ NO OPINION __ DISSATISFIED __ VERY DISSATISFIED

4. WERE YOU SATISFIED WITH YOUR COUNSELOR'S ABILITY TO HELP YOU?

__ VERY SATISFIED __ SATISFIED __ NO OPINION __ DISSATISFIED __ VERY DISSATISFIED

5. IF YOU RECEIVED TRAINING . . . WERE YOU SATISFIED WITH THE TYPE OF TRAINING YOU RECEIVED?

__ VERY SATISFIED __ SATISFIED __ NO OPINION __ DISSATISFIED __ VERY DISSATISFIED

6. ARE YOU SATISFIED WITH THE OTHER SERVICES YOU RECEIVED?

__ VERY SATISFIED __ SATISFIED __ NO OPINION __ DISSATISFIED __ VERY DISSATISFIED

7. ARE YOU SATISFIED THAT YOUR CURRENT JOB FITS YOUR MENTAL AND PHYSICAL ABILITIES?

__ VERY SATISFIED __ SATISFIED __ NO OPINION __ DISSATISFIED __ VERY DISSATISFIED

8. IF YOU ARE WORKING, WHAT KIND OF JOB DO YOU HAVE?

__ WAGE OR SALARY __ SELF-EMPLOYED __ HOMEMAKER __ SHELTERED WORKSHOP __ OTHER

IF OTHER, WHAT IS YOUR JOB? _____

NUMBER OF HOURS WORKED/WEEK? _____ YOUR WAGES/HOUR? _____

9. IF YOU ARE NOT WORKING, PLEASE TELL US WHY:

__ TOO DISABLED __ STUDENT __ RETIRED __ OTHER. IF OTHER, PLEASE EXPLAIN.

__ DENIED JOB FOR DISABILITY REASON __ JOB SEEKING PLAN FAILED.

_____

_____

_____

10. DO YOU HAVE ADDITIONAL COMMENTS OR SUGGESTIONS THAT YOU WOULD LIKE US TO KNOW ABOUT YOUR REHABILITATION PROGRAM (IWRP) OR THE GOALS YOU AND YOUR COUNSELOR WORKED TOWARD?

_____

_____

_____

THANK YOU